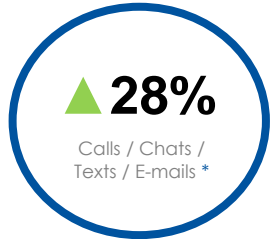


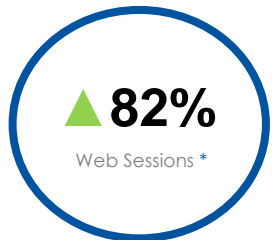
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Connections



* Increase over same period in 2019.



* Increase over same period in 2019. 211Ontario.ca GTA Web Sessions.

System Impact

96%
Satisfied / Very Satisfied

73%
Had Issues Resolved

81%
Felt Better Prepared

18%



Community Information

16%



Health

10%



Mental Health Support

9%



Housing Assistance

8%



Legal / Public Safety

* Top 5 needs across the City of Toronto. Community cluster needs are included on second page.

* Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

Service Navigator Reflections



Anxiety among Parents for Children's Return-to-School



Food Banks & Food Security



Affordable Housing & Evictions



Frustrations with Reduction in CRB support

How You Can Help



ADD 211 TO YOUR WEBSITES

► Click [here](#) to access the 211 Central Widget for your website. This will encourage your site visitors to search [211Central.ca](#) for community service information and to contact us if they can't find what they're looking for.



AGENCY RECORD UPDATES

► Click [here](#) to let 211 know about changes to services in response to COVID-19



SEARCH FOR SERVICES

► Visit [211Central.ca](#)



CALL, TEXT, CHAT, E-MAIL

- Dial 2-1-1 | 24/7
- Send an SMS to 21166
- [211Ontario.ca/chat](#)
- gethelp@211Ontario.ca

Business Intelligence

211 data can be used to inform decision-making and investment in our communities

- To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)
- Click [here](#) to view a map of 211 Central Caller Needs, Caller Stories and week over week Snapshots

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City of Toronto Community Cluster Needs

* Number of needs are not evenly distributed across neighbourhoods. Please email sallidina@findhelp.ca for more information.
 * Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).



NORTH WEST

City of Toronto Cluster neighbourhoods included: Black Creek, York, Weston, Pelham, North York

- 1) Community Information
- 2) Health
- 3) Mental Health Support
- 4) Food Security
- 5) Legal / Public Safety



SOUTH WEST

City of Toronto Cluster neighbourhoods included: North Etobicoke, South Etobicoke, Downtown West

- 1) Mental Health Support
- 2) Health
- 3) Community Information
- 4) Legal / Public Safety
- 5) Housing Assistance



SOUTH EAST

City of Toronto Cluster neighbourhoods included: Downtown East, South Scarborough

- 1) Mental Health Support
- 2) Health
- 3) Family Services
- 4) Community Information
- 5) Housing Assistance



NORTH EAST

City of Toronto Cluster neighbourhoods included: East York, Don Valley, North Scarborough

- 1) Health
- 2) Mental Health Support
- 3) Housing Assistance
- 4) Community Information
- 5) Family Services

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